

**081-LDR-3202**  
**Manage Nutrition Service Operations**  
**Status: Approved**

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**Security Classification: U** - Unclassified

**Distribution Restriction:** Approved for public release; distribution is unlimited.

**Destruction Notice:** None

**Foreign Disclosure: FD1** - This training product has been reviewed by the training developers in coordination with the Joint Base San Antonio, Fort Sam Houston/US Army Medical Center of Excellence (MEDCoE) foreign disclosure officer. This training product can be used to instruct international military students from all approved countries without restrictions.

**Conditions:** Given an operational environment, you have received an order to manage nutrition service operations to support the operational mission. This task should be performed under all environmental conditions. Four or more operational variables of political, military, economic, social, information, infrastructure, physical environment, time should be present. All authorized equipment is on hand and operational. All personnel are available to provide support during operations. Some iterations of this task should be performed with degraded mission command networks, degraded conditions in the electromagnetic spectrum, and/or with degraded, denied, and disrupted space operations environment (D3SOE). Some iterations of this task should be performed in MOPP 4.

**Standards:** Manage nutrition service operations without error, in accordance with (IAW) Army Techniques Publication (ATP) 4-02.10 Theater Hospitalization, using the task Go/No-Go checklist.

**Special Conditions:** None

**Safety Risk:** Low

**MOPP 4:** Sometimes

<b>Task Statements</b>
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**Cue:** None

**DANGER**

None

**WARNING**

None

**CAUTION**

None

**Remarks:** None

**Notes:** For non-Army Publishing Directorate (APD), contact your training non-commissioned officer (NCO) and/or check with the military occupational specialty (MOS) library.

## Performance Steps

### 1. Produce the day/shift production worksheet.

Note: Production worksheets should be available in advance. Ensure you understand the requirements of the upcoming meal and any preparation required by the shift for future meals.

- a. Discuss any pre-meal preparation by other shifts with that shift supervisor, if applicable.
  - b. Verify with supply personnel that food and non-food products are available (or will be available) and pre-positioned (i.e. thawed) for the meal.
  - c. Preliminarily assign kitchen roles based on team members scheduled to work.
- ### 2. Complete a walk-through of the kitchen area before the shift.

- a. Ensure all equipment needed for the shift is turned on and in working order.  
  
Cue: If equipment is not working.
  - b. Submit a work order per department policy and make adjustments to work flow.
  - c. Inspect all areas of the kitchen to ensure there are no real or potential safety hazards prior to work beginning.
- ### 3. Conduct a huddle at the beginning of the shift.

- a. Account for all team members.
  - (1) Document unaccounted for personnel.
  - (2) Locate unaccounted for personnel after the huddle and check on their welfare.
  - (3) Document all excused and unexcused absences per department policy.
- b. Inspect all members of the team ensuring that they are within standards for uniform, appearance, jewelry and nails.  
Note: Include review of headgear and footwear. Uniform must be clean and free of excess wrinkles, visible soil and/or rips and tears.
- c. Confirm that team members are not currently sick or infectious per Technical Bulletin Medical 530 Tri-Service Food Code guidelines.
  - (1) Check for visible sores and visible soiled bandages.
  - (2) React appropriately per department policy.
- d. Review production worksheet with staff.
  - (1) Review the food items on the menu for the day, the quantities required, and the timelines for preparation and service.
  - (2) Relay the contingency plan for items that run out and any already known available substitution items.
- e. Assign kitchen roles and menu item responsibilities.

(1) Confirm team members are properly trained on their assigned roles in accordance with (IAW) competency assessments included in the Competency Assessment File, the menu item requirements and equipment to be used, if applicable.

- (2) Assign work break times into schedule.

### 4. Observe shift service and team members performing their duties.

Note: Be available and present in the kitchen areas during entire shift.

- a. Supervise all areas of the kitchen to ensure that assigned tasks are being accomplished IAW the directions given.
- b. Monitor for safety and other environmental concerns.
  - (1) Provide appropriate corrective action, as necessary.

(2) Document based on department policies and/or local union agreement.

c. Diffuse unexpected situations by proactively providing additional direction to team members and documenting unexpected situations per department policies.

Note: Reducing the production of excess food items, substituting items that have run out, making emergency supply pulls, addressing disagreements or miscommunications between team members, and restocking areas. This may also include reprioritizing assigned roles and responsibilities.

d. Address external customer concerns and escalate concerns to higher management, as needed.

e. Complete food item, refrigerator, freezer, and holding area temperature logs.

5. Provide cash control management.

a. Issue all cash and/or cash tills to cashiers ensuring sufficient coin and currency change for retail foodservice operations.

b. Confirm throughout the meal service that the cashiers have sufficient change available to complete tasks.

c. Validate the change fund and cash collections with each cashier at the end of each service period.

d. Report cash discrepancies over/under one-half of one percent (0.005) of each cashier's meal collection to the production and service branch production and service branch (PSB) noncommissioned officer in charge (NCOIC) or general manager at contract sites.

(1) Annotate all discrepancies on a cash discrepancy log.

Note: Contractor provided cashier service will also be annotated on the Quality Assurance Surveillance Plan.

(2) Refer any discrepancies not resolved by PSB to the NCOIC and Chief, Nutrition Care Division.

e. Secure all cash at the end of the operating period or operating day.

f. Ensure security of the safe and safe room at all times.

Note: Allows only appointed personnel listed on the secured cash room area memorandum unsupervised access to the safe and the room to which it is stored.

g. Deposit all generated revenue to the appointed collection office at the appropriate processing time.

6. Complete kitchen area walk-through at the end of the meal.

a. Oversee disposal and safe storage of leftover cooked and non-cooked food items.

b. Observe, and provide direction as needed, on appropriate and safe techniques and chemicals used to clean and sanitize all equipment, utensils, service ware, kitchen ware, walls, floors, tables and other kitchen areas.

c. Ensure that all equipment, utensils, service ware, and kitchen ware are returned to their appropriate storage locations.

d. Inspect the cleanliness of the kitchen area.

e. Release staff based on the completion of their tasks.

7. Complete the production worksheet at the end of the shift.

a. Account for all items made, sold, leftover amounts, and run out times of items that had no leftovers.

Note: Include items that were substituted or added during the meal and items that were spoiled prior to or after being served.

b. Reconcile unexplained differences in items made, sold, leftover or those that ran out with team members to uncover any systemic or anomalous concerns.

Note: Work with team members and higher management, if applicable to resolve the concern and eliminate future issues.

c. Turn in completed production worksheet to production planner for future forecasting.

d. Communicate any concerns about the shift service to the production planner, other shift supervisors and/or higher management.

8. Transcribe all information from production worksheet into Computrition system.

9. Coordinate handoff to upcoming shift.

(Asterisks indicates a leader performance step.)

**Evaluation Guidance:** Score the Soldier GO if the Soldier passes (P) all performance measures. Score the Soldier NO GO if any performance measure is failed (F). If the Soldier scores NO GO, show the Soldier what was done wrong and how to do it correctly.

After task completion explain the performance measures that the leader performed that were exemplary. Explain the performance measures the leader performed that were satisfactory. Explain the performance measures the leader performed that were unsatisfactory and add justifiable comments. Challenge the Soldier's critical thinking and ask the leader to explain how he/she could improve.

**Evaluation Preparation:** You must evaluate the Soldiers on their performance of this task in a laboratory, field, or operational condition related to the actual task.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Produced the day/shift production worksheet.			
2. Completed a walk-through of the kitchen area before the shift.			
3. Conducted a huddle at the beginning of the shift.			
4. Observed shift service and team members performing their duties.			
5. Provided cash control management.			
6. Completed kitchen area walk-through at the end of the meal.			
7. Completed the production worksheet at the end of the shift.			
8. Transcribed all information from production worksheet into Computrition system.			
9. Coordinated handoff to upcoming shift.			

#### Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary	Source Information
	ATP 4-02.10	Theater Hospitalization	Yes	Yes	
	ATP 4-02.5	CASUALTY CARE	Yes	No	
	TB MED 530/NAVMED P-5010-1/AFMAN 48-147_IP	Tri-Service Food Code	Yes	No	
	TC 8-502	NUTRITION CARE OPERATIONS	Yes	No	

**TADSS :** None

#### Equipment Items (LIN):

LIN	Name
FG2511	CalibratorThermometer Digital Handheld
KA1015	Safe

#### Materiel Items (NSN) :

Step ID	NSN	LIN	Title	Qty
	7530-01-077-5387		Paper, Writing	1
	7520-00-053-9580		Pen, Ball-Point, Medium, Black	1

**Environment:** Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to the current Environmental Considerations manual and the current GTA Environmental-related Risk Assessment card. Austere conditions, operational environment (to include humanitarian missions), and field hospital.

**Safety:** In a training environment, leaders must perform a risk assessment in accordance with current Risk Management Doctrine. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each

task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC).  
 Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW current CBRN doctrine. Job Performance: Leaders have an inherent responsibility to conduct Risk Management to ensure the safety of all Soldiers and promote mission accomplishment. Risk Management is the Army's primary decision-making process to identify hazards, reduce risk, and prevent both accidental and tactical loss. All Soldiers have the responsibility to learn and understand the risks associated with this task. Identifying hazards and controlling risks across the full spectrum of Army functions, operations, and activities is the responsibility of all Soldiers.

**Prerequisite Individual Tasks :** None

**Supporting Individual Tasks :** None

**Supported Individual Tasks :** None

**Supported Collective Tasks :** None

**Knowledges :**

Knowledge ID	Knowledge Name
K28013	Understanding of Food Service Operations
K23751	Knowledge of Food Service Technician Duties and Responsibilities
K23752	Knowledge of Food Service Personnel Management duties and responsibilities

**Skills :**

Skill ID	Skill Name
081-C2-68M-0001	Ability to perform nutrition calculations.
081-C2-68M-0002	Ability to calculate nutritional requirements
081-C2-68M-0003	Ability to determine nutritional risk.

**ICTL Data :** None